

Access Integrated Networks, Inc.  
KY PSC Case No. 2003-00379  
Exhibit No. 3  
Response to BellSouth Data Requests, Set One

DESCRIPTION OF SERVICE

3.1 General

AIN will provide Local Exchange Service in the State of Kentucky as specified herein. AIN will provide services over its own facilities or will utilize the facilities, in whole or in part, of other telecommunications companies. Unless otherwise indicated, the service descriptions and rates provided herein apply to Resale Local Exchange Services and Facilities-Based Local Exchange Services

The Company's Local Exchange Services provide a Customer with a telephonic connection to, and a telephone number address on, the public switched telecommunications network. Each Exchange Access Service enables users to:

- A. receive calls from other stations on the public switched telecommunications network;
- B. access other services offered by the Company as set forth in this tariff;
- C. access certain interstate and international calling services provided by the Company;
- D. access (at no additional charge) the Company's operators and business office for service related assistance;
- E. access (at no additional charge) emergency services by dialing 0- or 9-1-1;
- F. access (at no additional charge) the telecommunications relay service (TRS) system by dialing 7-1-1; and
- G. access services provided by other common carriers that purchase the Company's switched access services as provided under the Company's Federal and State tariffs, or that maintain other types of traffic exchange arrangements with the Company.

Each Exchange Access Service is available on a "full" service basis, whereby service is delivered to a demarcation/connection block at the Customer's premises.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

DESCRIPTION OF SERVICE

3.2 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs: 1) BellSouth Telecommunications, Inc.

3.3 Rate Groups

Charges for local services provided by the Company in certain areas may be based, in part, on the Rate Group associated with the Customers End Office. The Rate Group is determined by the total access lines and PBX trunks in the local calling area which can be reached from each End Office.

Local calling areas (LCAs), Rate Group, and Band assignments are equivalent to those specified in BellSouth Telecommunications, Inc., Kentucky General Subscriber Service Tariff ("GSST").

In the event that an Incumbent LEC or the Kentucky Public Service Commission reclassifies an exchange or End Office from one Rate Group to another, the reclassification will also apply to AIN Customers who purchase services under this tariff.

BellSouth Rate Group Equivalents:

Rate Group	Exchange Access Lines and PBX Trunks In Local Calling Area - Upper Limit
1	up to 13,800
2	13,801 to 25,100
3	25,101 to 45,500
4	45,501 to 200,800
5	200,801 +

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---

DESCRIPTION OF SERVICE

3.4 Basic Local Service Offerings

3.4.1 Residential Local Exchange Service

Residential Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Residential Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available, for an additional charge, for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Residential Local Exchange Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 0011,  
SECTION 9 (1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

---

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---

DESCRIPTION OF SERVICE

3.4 Basic Local Service Offerings (Cont'd)

3.4.2 Business Local Exchange Service

Business Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Business Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available, for an additional charge, for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY Stephan O. Bell  
SECRETARY OF THE COMMISSION

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

DESCRIPTION OF SERVICE

3.4 Basic Local Service Offerings (Cont'd)

3.4.3 PBX Trunk Service

PBX Trunk service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group.

PBX Trunks are available as Inward, Outward or Two-Way combination trunks where services and facilities permit.

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges.

Recurring charges for PBX Trunk Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 0011,  
SECTION 9 (1)

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

DESCRIPTION OF SERVICE

3.4 Basic Local Service Offerings (Cont'd)

3.4.4 Direct Inward Dialing (DID) Service

Direct Inward Dialing ("DID") permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer's location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY Stephan D. Bell  
SECRETARY OF THE COMMISSION

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---

DESCRIPTION OF SERVICE

3.5 Optional Calling Features

3.5.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

3.5.2 Feature Descriptions

- A. Call Forwarding Variable - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.
- B. Three Way Calling: Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

---

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---



DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- C. Call Waiting - Basic: Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.
- D. Speed Calling: Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the a speed calling list without assistance from the Company.
- E. Call Forwarding Busy Line, Basic: Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order.
- F. Call Forwarding Don't Answer, Basic: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order.
- G. Call Forwarding Busy Line w/ Customer Control: Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 50.11,  
SECTION 9 (1)

BY: Stephan O. Bell

SECRETARY OF THE COMMISSION  
EFFECTIVE: April 4, 2002

ISSUED: March 5, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---

DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- H. Call Forwarding Don't Answer w/ Customer Control: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
- I. Call Forwarding Multipath: This feature provides customers who subscribe to Call Forwarding Busy Line, Call Forwarding Don't Answer, Customer Control of Call Forwarding Busy Line, Customer Control of Call Forwarding Don't Answer, Call Forwarding Variable, or Remote Access to Call Forwarding Variable the capability to specify the number of calling paths that will be forwarded to another telephone number.
- J. Call Forwarding Variable, Remote Access - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature. Feature activation may be performed from the end-user's exchange line or remotely from some other line. Remote access requires the end-user to 1) dial a special access number 2) enter their seven-digit telephone number and 3) enter a personal identification number prior to forwarding their calls.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 0011,  
SECTION 9 (1)

BY Stephan D. Bue  
SECRETARY OF THE COMMISSION

---

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---

DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- K. Call Waiting - Deluxe: Allows the end-user to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:

Answer the waiting call and placing the first party on hold;  
Answer the waiting call and disconnecting from the first party;  
Direct the waiting caller to hold via a recording  
Forward the waiting caller to another location (e.g., voice mailbox or telephone answering service)

Full utilization of Call Waiting Deluxe requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The end -user must have call Basic or Deluxe for display of calling party identification information for waiting calls. The end-user must have a Call Forwarding Don't Answer feature active in order to forward a waiting call to another location.

- L. Three Way Calling with Transfer: This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- M. Star 98 Access: Star 98 Access is an optional network feature which allows subscribers to dial \*98 to access a service. Generally subscribers use this feature to access their local voice mail service from their home or business telephone line. Star 98 Access is only available to subscribers on lines which are equipped with a version of Call Forwarding Don't Answer. Star 98 Access may not be compatible with all auxiliary calling features.
- N. Call Forwarding Don't Answer w/ Ring Control: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The forward-to number is fixed by the service order. However, the end-user has the ability to change the time interval before forwarding occurs at his/her discretion.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 0011,  
SECTION 9 (1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---

DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- O. Remote Call Forwarding - Remote Call Forwarding (RCF) is a local exchange telecommunications service feature whereby all calls dialed to a telephone number equipped for RCF are automatically forwarded to another dialable exchange or 8XX Service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF Customer pays the applicable charges for the forwarded portion of the call.

Remote Call Forwarding service is offered subject to availability of suitable facilities. Remote Call Forwarding service is not offered where the terminating station is a coin telephone. The Company will not provide identification of the originating telephone number to the RCF Customer. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

Each Remote Call Forwarding feature allows for forwarding one call at a given time. An additional path is necessary for each additional call to be forwarded simultaneously.

- P. Multiple Directory Number Distinctive Ringing: This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing - First Number and Distinctive Ringing - Second Number). The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY Stephan D. Bell  
SECRETARY OF THE COMMISSION

---

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---

DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

Q. Call Return: allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

R. Repeat Dialing: Permits the end-user to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

BY Stephan D. Bell  
SECRETARY OF THE COMMISSION

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- S. Call Selector: Allows a Customer to assign a maximum of 15 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from telephone numbers on that list.
- T. Preferred Call Forwarding: Permits the end-user to automatically forward to another number calls received from up to six end-user pre-selected telephone numbers programmed into the features screening list. The end-user controls when the feature is active, the forward-to number and can add or remove calling numbers from the feature's screening list.
- U. Call Block: Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the feature's screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the feature's screening list.
- V. Call Tracing: Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 6.011,  
SECTION 9 (1)  
BY Stephan D. Bell  
SECRETARY OF THE COMMISSION

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- W. Caller ID - Basic: Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.
- X. Caller ID - Deluxe: Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.
- Y. Anonymous Call Rejection: Permits the end-user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand alone feature or as an add-on to Caller ID Deluxe.
- Z. Hunting: the Company offers basic "serial hunting," which defaults to the next available trunk within a group, when the prior trunk is busy.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210



---

DESCRIPTION OF SERVICE

3.5 Optional Calling Features (Cont'd)

3.5.2 Feature Descriptions (Cont'd)

- AA. User Transfer/Conferencing: A user of this feature may hold an in-progress call and complete a second call, or may add on the previously held call for a three-way conference. The feature also allows an incoming call to be transferred to another access arrangement.
- BB. Call Pickup: This feature allows a subscriber to answer a call which has been directed to another serving arrangement within the same call pickup group by dialing a code.
- CC. Call Hold: A user of this feature can place an established call on hold by depressing the switchhook and dialing a code.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY Stephan D. Bell  
SECRETARY OF THE COMMISSION

---

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---

---

DESCRIPTION OF SERVICE

3.6 Directory Assistance and Listing Services

3.6.1 Directory Assistance

A Directory Assistance charge applies per local directory assistance call. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number.

A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cut-off during the call; or
- The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative within 24 hours of occurrence.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 50.11,  
SECTION 9 (1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

---

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---

---

DESCRIPTION OF SERVICE

3.6 Directory Assistance and Listing Services (Cont'd)

3.6.2 Directory Listings

A. General

The following rules apply to basic listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Only information necessary to identify the Customer is included in these listings. The Company use abbreviations in listings. The Company may reject a residential listing which is judged to be advertising. It may also reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

One basic listing for each individual line service, auxiliary line or PBX system is provided at no additional charge to the Customer. A basic listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records.

A name may be repeated in the white pages only when only when a different address or telephone number is used.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

---

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---

---

DESCRIPTION OF SERVICE

3.6 Directory Assistance and Listing Services (Cont'd)

3.6.2 Directory Listings (Cont'd)

B. Nonpublished Service

Nonpublished service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonpublished number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonpublished number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonpublished service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonpublished service or the disclosing of said number to any person.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY Stephan D. Bell  
SECRETARY OF THE COMMISSION

---

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210

---

DESCRIPTION OF SERVICE

3.6 Directory Assistance and Listing Services (Cont'd)

3.6.2 Directory Listings (Cont'd)

C. Nonlisted Service

Nonlisted service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonlisted number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonlisted number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonlisted service or the disclosing of said number to any person.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 04 2002

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)  
BY Stephan D. Bell  
SECRETARY OF THE COMMISSION

ISSUED: March 5, 2002

EFFECTIVE: April 4, 2002

Issued by: Steven T. Brown, Senior Director Regulatory and ILEC Relations  
Access Integrated Networks, Inc.  
4885 Riverside Drive, Suite 202  
Macon, Georgia 31210